

Headquarters U.S. Air Force

Integrity - Service - Excellence

Partnering Achieves Success (A real example)



U.S. AIR FORCE

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Background

- **Place: Tyndall AFB**
- **Organization: 325 CES Operations Flight**
- **Contract Started: 1996**
- **Type of Contract: Firm Fixed Price - \$10M/year (includes materials)**



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In the Beginning

- **A challenging start**
 - **Many issues arose at the start of the contract (Who is responsible for What)**
 - **Let's check the SOW**
 - **Asbestos Abatement?**
 - **Spill Response?**
 - **Bad Decision on interpreting SOW**



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Changing of the Guard

- **New leaders involved**
 - **Why are we doing this?**
 - **Let's fix our problem**
 - **Focus on the customer**
 - **Focus on contractor performance**
 - **Established professional relationships**
 - **Understand roles and responsibilities**
- **“Let's get done what need to be done and hold to standards.”**
- **“If you have to look at the contract each time or have discussions - you are inefficient and wasting time.”**



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Happy Ending

- **What made the difference? Partnering**
- **Open Communication between Government and Contractor**
- **Developed Trust**
- **Gained Confidence**
- **Developed Positive Give and Take Relationships**
- **Understood Roles and Responsibilities**
- **Set Priorities**

Bottom line: Get the job done!